



## Problem Resolution Report

CoSD Contract no. 537863  
Legacy Wave Labor Rate  
HP/CoSD-117



**Date:** November 8, 2013

### **Summary:**

In accordance with the provisions of the IT and Telecommunications Service Agreement dated January 24, 2006 and restated on April 5, 2012 ("the Agreement") by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") agreement is reached on the date shown above.

### **Issue or Problem:**

- On May 14, 2008 the County entered into an agreement with Wave for consulting services related to Kofax capture, integration, and break fix support.
- In order to better manage the capture, integration and break fix support in accordance with similar support services provided to the County, the County and HP agree that it would be most efficient for HP to contract directly with Wave to manage and provide these services to the County.
- The Wave services are specialized services and are not services that HP, at this time, can provide itself or through a subcontract, under the labor rates set forth in the Agreement. Because of the specialized nature of these services, the limited time that they will be offered, and after a determination that the proposed pricing is fair and reasonable, the County and HP have agreed to these one-time only application-specific rate adjustments set forth in this PRR.

### **Resolution:**

1. Add one new Resource Unit (RU), titled Legacy Wave Labor Rate. This new RU will be available for use for one year from the signing date of this PRR and shall automatically terminate, without action of either County or HP, one year from the latter date on which the County or HP sign this PRR. This RU is to be applied by HP only for services related to Kofax capture, integration, and break fix support services provided by Wave ("Legacy Wave Labor Rate"). This RU is applicable for the following Wave labor categories:
  - Wave Project Manager
  - Wave Business Analyst
  - Wave Developer
  - Wave Architect
  - Wave System Engineer
2. The Resource Unit Fee for the Legacy Wave Labor Rate is in the amount of \$173.00 per hour.
3. Schedule 16.1 – Fees is supplemented by the addition of Section 21.2 as per Attachment 1 to this PRR.



## Problem Resolution Report

CoSD Contract no. 537863  
Legacy Wave Labor Rate  
HP/CoSD-117



4. Schedule 16.1 - Fees, Exhibit 16.1-5 – is supplemented by the addition of one Resource Unit and associated fee as set forth in Attachment 2 to this PRR.


\*\*\*\*\*

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

**IN WITNESS WHEREOF**, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

**HP ENTERPRISE SERVICES, LLC**

By: 

Name: Max Pinna

Title: Contracts Manager

Date: November 8, 2013

**COUNTY OF SAN DIEGO**

By: 

JOHN M.  
Name: Jack Pellegrino

John M. Hussan  
Title: Director Department of  
Purchasing and Contracting

Date: 11-20-13

## Attachment 1 to PRR 117 Legacy Wave Labor Rate

### 21.2 Legacy Wave Labor Category and Rate

The use of the Wave labor category and applicable rate, as set forth in Exhibit 16.1-5, Summary by Resource Unit shall be applicable only to activities within the original scope of the legacy agreement dated May 14, 2008 no. 524360 between the County of San Diego and Wave Technology Solutions Group ("Legacy Wave Labor Rate").

The Resource Unit Fee represents a blended Labor Category Rate to be applied for the services provided by the following Wave labor categories:

- Wave Project Manager
- Wave Business Analyst
- Wave Developer
- Wave Architect
- Wave System Engineer

**ATTACHMENT 2 TO PRR 117 - Legacy Wave Labor Rate**

Resource Unit	Schedule - J.3 Cross-Resource Unit Component **	Unit of Measure	Pricing	Decomposition (specific cost detail breakdown)	Baseline Volume (per Contract Year)	(Resource Unit Fee x Baseline Volume - Unit	Resource Unit Fee (70% to 80% band)	Resource Unit Fee (80% to 90% band)	Resource Unit Fee (110% to 120% band)	Resource Unit Fee (120% to 130% band)	Resource Unit Fee (130% to 150% band)	Resource Unit Fee (150% to 200% band)	Measurement Methodology (Specify measurement on last day of month or cumulative use during month)	Depreciation Time Period (in Years)
Legacy Wave Labor Rate	Applications Services - Exhibit 16.1-4d)	Hour	Hourly Labor Rate	None	\$ 173.00	100	\$17,300.00	N/A	N/A	N/A	N/A	N/A	Cumulative	N/A